OCTOBER UNIT REPORTS

APPLICATIONS-**RAY AVILA**

PROJECT MANAGEMENT-**MICHAEL SCHALIP**

SYSTEMS-**PHIL MARQUEZ**

SECURITY-**MIKE MEYER**

TECHNOLOGY SUPPORT-**RICK ADCOCK**

UH IT NETWORK/NETSEC-**CHARLIE WEAVER**

APPLICATIONS

RAY AVILA

Accomplishments

1) Accomplishments since last report
   a. Implemented attestation file transfer modifications for Daily Covid Dashboard on main campus
   b. Content creation and assistance for 5 courses in Learning Central and Moodle
   c. Conducted Zoom training
   d. Processed dozens of requests for support for Moodle, Learning Central, database administration, ASP.net applications, queries for Student and Faculty systems, Zoom, and other applications
   e. Configured Policy Manager LDAP
   f. Decomissioned security vulnerable database

In-Progress
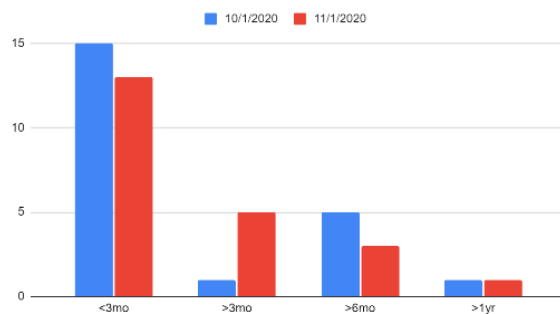
Projects in flight	Status
GWIM to MS Teams migration	4/1/2021
Sharepoint Online migration	6/1/2021

Metrics

Reduction of longstanding open Cherwell tickets
Currently open tickets with age > 3 months
Currently open tickets with age > 6 months

	10/1/2020	11/1/2020
<3 months	15	13
>3 months	1	5
>6 months	5	3
>1yr	1	1

10/1/2020 and 11/1/2020

Asking team to ensure 3 contact attempts and then close. Timing of this will not show dramatic reduction for 1st month, but will show large reduction in coming month

Recognition

Eliot Knight for her consistently high level of customer service and impact on the Faculty and Staff that rely on her assistance with course curriculum and Learning Management system support. I receive emails from the people she helps including this past week in which she demonstrated her quick attentiveness and thorough work toward the Nursing program curriculum.

PROJECT MANAGEMENT

MICHAEL SCHALIP

Accomplishments

- The CRICO implementation (CRICO is the Harvard-based insurance consulting program engaged by HSC Legal) is almost complete. The HSC IT desktop support team has deployed CRICO's proprietary agent (CRICO requires a non-standard ActiveX control) and the HSC IT Applications team will continue to assist as necessary (CRICO needs a periodic update from the TimeMatters database – CRICO will submit requests 3-5 days ahead of time) – subsequently, the "technology" portion of this initiative is essentially complete. HSC IT will continue to monitor the implementation to ensure that HSC Legal is satisfied with the implementation.
- Continue to communicate with HSC IT Systems and Applications folks, as well as some of the educational techs (Carlos Colon/SOM, Toby Ngo/COP and Chris Kiscaden/Sim Lab) regarding use of the Cherwell CMDB capability to track software applications running on HSC compute resources.
    - Success: Rick was very helpful in this by offering a Cherwell training session on the true value/use of the Cherwell CMDB. The session was well attended and appreciated by the attendees. From here – we'll work with these early adopters to get their inventories input and work on some sample reports that HSC IT can use in the future.
- Continue to implement PolicyManager for HSC IT policies – will continue to work with HSC IT personnel to get existing policies moved from the spreadsheet in to the PolicyManager system
    - Challenge: While PolicyManager is a centralized system – it's apparent that all the different stakeholders have differing ideas on exactly how to configure and implement the PM system. Some groups want to isolate their policies from other groups – while other groups are advocating for a more open architecture. We'll continue to work with the HSC Policy Office to implement PM to the benefit of the institution.
- Keeping the OMI/CMEv3 implementation on track
    - Based on NM-BVS/State of NM's proposed implementation timeline, as well as some expanded integration requirements (between CMEv3 and NM-BVS's "DAVE"), the possible implementation windows for a CMEv3 go-live are now in question.
    - Negotiations with VertiQ (the primary OMI vendor) have been assumed by OMI internal staff in order to work through the CMEv3/DAVE integration details. A modified statement of work and financial quote has been requested by OMI for the work required to accommodate a full

bidirectional integration of the 2 systems. (The original plan/design was for a one-way integration or upload into DAVE, but the State of NM/NM-BVS folks have decided that's not sufficient for their needs.)

o Continued discussions with HSC IT Security
- VPN configurations and alternatives to address new moving targets
- Incident response policies – including processes/procedures – being scrutinized and revised to bring them up to date

In-Progress

o Policy reviews/entry – continuing to gather info on policies that are needed, but we don't have/own (some IT-related policies exist at UH level, but no equivalent policy exists at HSC-wide level)
- HSC Policy Office has determined that PolicyManager won't be considered "in production" until mid-January 2021, but we're working to get all HSC IT policies into the PM system now.

o Groundwork for BC/DR – continue to collect more info directly from educational techs, Systems and Apps – exploring "next steps" in Cherwell/CMDB (configuration management database) updates
- Still need to get Applications entries linked to Systems data – I'll be setting up a follow up meeting to address next steps
- We were able to get a small group of educational techs trained on Cherwell/CMDB (much thanks to Rick Adcock for providing his time/knowledge) and give them access so they can keep their own applications data updated in CMDB

o OMI CMS replacement – implement VertiQ/CMEv3
- OMI has expanded their use of CMEv3 – testing continues to go well, and good feedback
- Implementation windows are still in question – waiting for additional information from OMI's IT personnel to figure out implementation options

Metrics

o Proposed: Policy review progress?
- Number of HSC IT policies complete/up to date: 1
- Number of HSC IT policies in progress/under review: ~14

o Proposed: Cherwell/CMDB update progress?
- Number of IT applications being hosted on HSC IT systems: ??
- Number of IT applications being tracked in Cherwell/CMDB: ??

Recognition

o Corey Payton – programmer in HSC IT/Apps – Corey has been tasked with administering the externally hosted PolicyManager system. Corey has

demonstrated excellent customer service skills and has jumped in to assist with a number of technical challenges associated with PolicyManager. Corey has approached this initiative with a great attitude and positive mind set, and has taken great care to make sure that his customers are informed and happy as they move forward.

- Organizational restructuring
    - Need to discuss next steps and long term direction with HSC IT Leadership.

SYSTEMS

PHIL MARQUEZ

Accomplishments

- HSC O365 Migration
    - Completed 100 mailbox data planning and test migration
        - Identified and mitigated major system/network throttling events
    - Completed numerous test migration batches to identify
        - Best throughput windows
        - Best batch size and composition (number of mailboxes and total volume of data)
    - Accounts and Mailboxes for all managed HSC identities have been created
    - Finalized strategy to do a single "big bang" cutover
        - Will migrate data and do incremental synchronizations for final update prior to cutover date – final date determination still in process (likely mid Jan 2021)
    - Initiated "production" migrations – still tweaking process for timing and efficiency
    - Licensing
        - Acquired and loaded all transitional staff A3 licenses
        - Acquired all necessary student A3 and staff A1 licenses – no cost
        - Worked to identify Job Title criteria for Light/Bedside workers (A1 licenses)
        - Aaron coded the logic based on Lawson Job Title data to allow for auto provisioning of M365 licenses
        - There are more user licenses required today than accounted for during last Microsoft contract renewal. Numbers have been sent to Brian M., but there are more based on "unmanaged" accounts in UNMH. More to come.
- Supported successful Cancer Center Velos platform upgrade (Gagnon transition complete)
- Mediasite
    - SSO/SAML setup completed
    - SFTP config to facilitate media transfer to new cloud instance completed

In-Progress

- Ongoing O365 migrations
    - Finalize numbers for licenses – Increases across Health System orgs for next renewal
- SSO/SAML for UNMMG Chrome River – awaiting vendor response to complete setup

- Current server inventory
  - Continue to identify system owners/contacts
  - Security
    - Complete security patching identified by Nessus scans
    - Continue to identify EOS server OS (2008) and plan upgrades

Metrics

- System Availability
  - Zero unscheduled downtime – Servers/Storage

Recognition

- Judson Carter for providing excellent after hours support during the UNMH Exchange outages after the fiber cuts out at SRMC
- Bob Gagnon for taking over the bulk of the O365 migration activity

INFORMATION SECURITY

MIKE MEYER

Accomplishments

ACTION	IMPACT
Another improvement in CISA Perimeter Scan metrics	Criticals/Highs = 2/6 (reduction)
HSC-260 (Media control) officially signed	Encryption at rest now required for HSC devices
Issuing incommon SSL certificates at no additional cost to replace self-signed	Self-signed certificates introduce unnecessary security risk

In-Progress

PROJECT/ACTIVITY	PLANNED COMPLETION DATE	STATUS (Red, Yellow, Green)	NOTES
Issue new HSC Remote access policy. (Mike)	SEP 2020	Yellow	Superseded by other priorities. May not make Sep.
Issue revised HSC Media and Device Handling policy (Mike)	SEP 2020	Completed	Signed by Dr. Richards in Oct
ECHO Authorization to Operate from HHS for the AHRQ contract (Mike)	DEC 2020	Green	ECHO received conditional approval to operate; full approval needed by 31 DEC 2020.
Vulnerability management – Develop mature process to identify and track perimeter vulnerabilities and their mitigations (Zander)	NOV 2020	Green	Because sysadmin responsibilities are often decentralized, we are lacking a basic notification process to send vulnerability items for patching. We also have not tracked open and closed vulnerabilities.
Improve configuration	DEC 2020	Green	Work with stakeholders to improve our use of CMDB to manage hardware, software,

management (Tom)		Green	dependencies and backup/recovery POCs.
Cyber Security Strategic Plan	NOV 2020	Green	Develop long-term plan to improve cyber posture.
Research Data User Agreement (DUA) process improvement	DEC 2020	Green	Under Privacy Officer's lead, stakeholders are reviewing forms and processes to decrease turnaround time for DUA processing

Metrics

METRIC	NUMBER	NOTES
NUMBER OF REQUESTS FOR SECURITY REVIEW REQUESTS THIS MONTH (ZANDER)	39 Data User Agreements/secure data transfer 46 Software Purchases/Renewals 14 Vulnerability Scans 38 Other	
NUMBER OF CONFIGURATION CHANGES PROCESSED	14	
SSL Cert issued/renewed	3	
PERIMETER VULNERABITIES REDUCED	- Criticals – 2 (no reductions) - Highs – 6 (Decreased 1) - Medium – 155 (decreased 75)	

Recognition

- Team members who tirelessly worked the tickets when we blocked links and attachments – NetSec (Meghann, Francisco), UH Cyber (Jacob/Patrick), ISO (Zander)
- Rob Cole, who quickly wrote a Cherwell search to make it easier to work tickets.
- Zander, who working with sysadmins, has our perimeter vulnerabilities down significantly

TECHNOLOGY SUPPORT

RICK ADCOCK

Accomplishments

Hired and on-boarded an IT Support Tech 1 for phone support to replace Ferrell

Hired a Temp Employee to assist with Training and Support for Microsoft 365

Installed Active-X controls for Office of University Counsel workstations to integrate the CRICO CMaps application

Encrypted workstations in the Department of Pediatrics

Consolidated the Network teams in Cherwell into a single service desk for ease of access and better reporting

Completed the AV design for the Center for Orthopedics Excellence to be built on the Health Sciences Rio Rancho Campus

Updated the Help.HSC logo for accurate information and currency

BYOD Support Model and Web Page have been created

In-Progress

Developing an AV RFP for the new building Orthopedics Center of Excellence.

Hiring and IT Support Technician 1 for the HSC service desk to replace Kaegan.

New position Technical Support Analyst 1 as a supervisor of the HSC Service Desk.

HSC wide forced encryption of workstations to begin January 7, 2021

Reviewing change in quarantine work flow for blocking NetID's over the VPN and not machine addresses

Creating a Microsoft 365 web page for FAQ's and training material

Cherwell 10.1 November 7, 2020

Looking at the technical aspects of moving NMTR into the HSC Health Domain

Upgrading AV equipment in Fitz Hall 203 & 303

Changing web pages to new HSC template

On-boarding new technical staff for Department of Neurosciences

Metrics

HSC IT Service desk handled 230 service requests and 51 incidents in October 2020

HSC IT Tier 2 handled 106 service requests and 15 incidents in October 2020

Recognition

Rob Cole for his work with UNMH on continued development of the plan tracking work flow and processes he has created in Cherwell and for getting prepared for a major version upgrade of Cherwell scheduled in November, well ahead of what we had expected.

UH IT NETWORK/NETSEC

CHARLIE WEAVER

Accomplishments

- Intermediate Cerner migration completed
- Management of multiple network outages
- Network tech req completed
- Led email filtering team task force
- ProofPoint ESA approved for procurement
- PO submitted for multiple access switch replacements
- Planning for multiple project requests for network team resources

In-Progress

- Network architectural redesign in the discovery phase
- High-level 2021 project planning
- ED switch replacement planning
- Final Cerner circuit migration in planning stage

Metrics

- Under development

Recognition

- Mike Meyer for outstanding partnership with NetSec & CyberSec teams in the security arena.